

VIRGINIA RELAY SERVICE
Customer Contact Report
(July, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	2	4
Relay/OSD Related			
Other			
Total Commendations	2	2	4
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information		1	1
Outreach/Marketing		1	1
Explain Relay	2		2
TTY Distrib/Purchase	2	1	3
LEC Service			
Billing/Rate	2		2
Computer Settings		1	1
Technical Related			
Other	3	3	6
Total Inquiries/Comments	9	7	16
Grand Total	11	10	21

